

Appeals Procedure

The Vocational Academy Essex LTD provides a formal route for learners wishing to appeal against an assessment decision. In the event of appeals during end point assessments, similar procedures are followed, identified below with 'EPA' as the prefix.

All learners are assessed against agreed criteria as detailed in the course/unit syllabus which is published by the awarding body. Assessment decisions are made by assessors who are trained, and who have a recognised Assessor Award in one of the following:

Level 3 Award in Assessing Vocational Achievement
Level 3 Award/Certificate in Assessing Competence in the Work Environment
Level 3 Certificate in Assessing Vocational Achievement
SVQ Learning and development Unit D9 – Assess workplace competence using direct methods
SVQ Learning and Development Unit D9I – Assess workplace competence using direct and indirect methods

Areas for Appeal

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework e.g. worksheets and case studies, EPA; any one of the three assessment methods
- The final result of any element of assessment e.g. planning, teaching and/or evaluation
- The external assessment (theory paper)
- The final overall internal/external assessment decision for a qualification

Grounds for Appeal

An appeal may be made if:

- The assessment was not conducted in accordance with the academy's regulations
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance
- There was inappropriate or irregular behaviour on the part of the assessor

The centre Internal Quality Assurer is responsible for managing the appeal and must hold a recognised internal quality assurance qualification in one of the following:

Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice

Level 4 Certificate in leading the Quality Assurance of Assessment Processes and Practice

SVQ Learning and Development Unit 11 – Internal Quality Assurance

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- The learner should firstly discuss the reason for the appeal with the Assessor or Internal Quality Assurer (if possible) on the day of the assessment. For EPA, the apprentice should discuss their appeal with the assessor and the employer if/when they are present at assessment.
- If this does not resolve the appeal the learner should complete the Learner Appeal Form and submit to the Internal Quality Assurer within 5 days from the date of the assessment – include any supporting evidence (see additional notes below) For EPA, the employer will be engaged throughout the process.
- The Internal Quality Assurer will investigate the appeal and respond in writing within 7 working days. For EPA, the employer will also be kept up to date.

Stage 2

- If the learner feels that the outcome is unsatisfactory they should complete the relevant section of the Learner Appeal Form and re-submit to the Internal Quality Assurer
- The academy will then notify the awarding body's External Quality Assurer. For EPA, the academy will also notify CIMSPA immediately as they are the EQA in this instance.
- If the awarding body's/CIMSPA's External Quality Assurer was not present or is unable to resolve the appeal issue, the learner will be directed to the third stage of the appeals process. For EPA, the employer is to be engaged and kept up to date throughout.

Stage 3

- The learner should complete a written appeal directly to the appropriate awarding body's Lead External Quality Assurer, who will investigate the matter thoroughly and respond in writing within 21 working days. For EPA, the apprentice writes a formal appeal to be submitted to CIMSPA
- If the learner feels that the Lead External Quality Assurer has been unable to bring the matter to a satisfactory conclusion, the appeal may be referred directly to the awarding body's/CIMSPA's Director of Awarding/quality assurance

Stage 4

- The learner may be offered a formal appeals hearing. This will be conducted within 6 weeks and will be conducted by the appeals panel
- Provision of an appeals hearing will incur a nominal fee. The fee will be refunded if the appeal is upheld. For EPA, any fees incurred may have to be met by the employer in this instance.

Additional Notes

- It is extremely difficult to investigate appeals without impartial evidence. Therefore appeals against referrals in practical teaching based solely on the learner's disagreement with the assessor's decision will only be considered when accompanied by a video recording
- The learner has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other learner's or the assessor's ability to carry out their role(s)
- It is the responsibility of the learner to arrange a video operator
- It is the responsibility of the learner to notify the centre where their assessment is taking place of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date
- Theory papers that are externally assessed by the awarding body are marked electronically and sampled regularly
- Appeals against referrals in the external theory result can result in the following action:
 1. Investigation into the centre's invigilation procedures/delivery
 2. Hand marking of the theory papers
 3. Investigation into the content of the theory paper by the awarding body's Senior Qualifications Manager